Srinath University
अध्ययन • अनुशासन • अनुग्रहण

JOB DESCRIPTION

kyndryl

Organization:	**KENDRYL**
Job Title:	**Apprentice – IT Support (L1)**
CTC:	**3 LPA**
Location:	**Hyderabad and Bangalore**
Departments Eligibility:	**IT**
Course Eligibility	**BCA**
Student Gender Preference:	**All**

General Job Description

- Provide Level-1 technical support to users
- Troubleshoot basic hardware, software, and networking issues
- Install and configure computer systems and applications
- Handle user queries through calls, emails, or ticketing systems
- Escalate unresolved issues to higher support teams
- Maintain proper records of support activities and issue resolution
- Assist in system maintenance and software updates
- Ensure timely closure of assigned support tickets

Preferred Skills

- Basic knowledge of IT support and troubleshooting.
- Good understanding of computer hardware and software.
- Basic knowledge of Windows OS, MS Office, and networking.
- Ability to troubleshoot common desktop, printer, and connectivity issues.
- Good communication and customer-support skills.
- Ability to diagnose and resolve technical issues at L1 support level.
- Good problem-solving and analytical skills.
- Willingness to learn new IT tools and technologies.

Eligibility
IT
Specialization **- BCA**
Fresher
Technical knowledge, good communication, teamwork, and problem-solving skills

Job Reviewed by: Senior Director, Training & Placement
Job Approved by: Senior Director, Training & Placement
Job opportunity provided through: Training and Campus Placement Department

Date:-15.05.2026